



# Otay Mesa Detention Center

## San Diego, California

### Detainee Mail Information

To send mail to a detainee, address envelope:

*[Detainees Name]*  
*[Detainees "A" Number/Register Number]*  
Otay Mesa Detention Center  
P.O. Box 439049  
San Diego, CA 92143-9049  
Pod: \_\_\_\_\_

- Mail will be returned to sender if it contains oily stains, discolorations, crystallization or excessive wrapping/tape/string.
- Incoming photos are not to exceed 5" x 7"
- Mail containing stickers and electronic parts are prohibited.
- Greeting cards larger than 8" x 10" are prohibited.

### Procedures for Sending Money to Lockbox

To send money to a detainee, ONLY money orders or cashier's checks are accepted, payable to the detainee. Personal Checks and cash are NOT accepted. The envelope must have a return address. Do NOT include any correspondence such as letters, cards or pictures. Nothing sent to this address will be forwarded to the detainee or returned to the sender. Mail to:

CoreCivic Inmate Trust Account  
*[Detainees Name First, Last, & Detainees "A" Number]*  
Facility: OMDC  
P.O. Box 933488  
Atlanta, GA 31193-3488

### Emergency Notifications

When there is an emergency telephone call for a detainee, the caller's name and telephone number will be obtained and given to the detainee as soon as possible. The detainee shall be permitted to return the emergency call as soon as reasonably possible within the constraints of security and safety.

### Instructions for Depositing Money into Detainees Trust via Western Union

1. You can send money via Western Union by using the internet, by phone or walk-in cash payment at a Western Union location. The website is [www.westernunion.com/corrections](http://www.westernunion.com/corrections) The phone number for Phone Quick Collect is 1-800-634-3422

2. To send money via Western Union Walk-In Cash Payment The following is an example of the form and how to complete it:

# SAMPLE Quick Collect PAYMENT FORM

**WESTERN UNION**

**PAYMENT WESTERN UNION**

*\*Vea otro lado para español*

**1 PAYMENT INFORMATION INFORMACIÓN DEL PAGO**

**ENTER \$ AMOUNT** Dollar Amount Paid To Exceed US \$5,000  
 El monto en dólares no debe exceder US \$5,000

When sending \$1,000 or more, you must provide identification and additional information.  
 Al enviar \$1,000 o más, usted deberá proporcionar identificación e información adicional.

To: **CORRECTIONS CORP OF AMERICA**

Attention: **LEAVE THESE TWO AREAS BLANK**

Address: **TRUSTCCA TN**

**2 SENDER INFORMATION INFORMACIÓN DEL REMITENTE**

Sender's Name: **John Doe (Sender's Name)**

Account Number With Company: **1234567ORTIZ (commissary#last name)**  
*\*Note: no space between # and name*

Telephone: **(000) 000-0000**

Address: **123 ANYWHERE STREET**

**ANYTOWN STATE 00000**

**3 CONSUMER SIGNATURE FIRMA DEL CLIENTE**

**WESTERN UNION MONEY TRANSFER GENERAL NUMBER**

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

AMOUNT: \$ \_\_\_\_\_

TRANSFER FEE: \$ \_\_\_\_\_

TAX: \$ \_\_\_\_\_

NET AMOUNT COLLECTED: \_\_\_\_\_

RATE OF EXCHANGE: \_\_\_\_\_

AMOUNT TO BE PAID\*: \_\_\_\_\_

**IN ADDITION TO THE TRANSFER FEE, WESTERN UNION ALSO MAKES MONEY WHEN IT CHANGES YOUR DOLLARS INTO FOREIGN CURRENCY. PLEASE SEE ATTACHED PAGE FOR MORE INFORMATION REGARDING CURRENCY EXCHANGE. IF THE EXCHANGE RATE FOR YOUR TRANSACTION WERE DETERMINED AT THE TIME YOU SENT THE MONEY, THE CURRENCY TO BE PAID OUT AND THE EXCHANGE RATE ARE LISTED ON YOUR RECEIPT. OTHERWISE, THE EXCHANGE RATE WILL BE SET WHEN THE RECEIPT RECEIVES THE FUNDS. \*CAPTAIN FORMS AND CONDITIONS GOVERNING THIS TRANSACTION AND THE SERVICES AND HAYS SELECTED ARE SET FORTH ON THE ATTACHED PAGE. BY SIGNING THIS RECEIPT, YOU ARE AGREEING TO THESE TERMS AND CONDITIONS.**

**ADemás de los cargos por el servicio de transferencia, Western Union también gana dinero cuando cambia sus dólares a moneda extranjera. Por favor, vea las páginas anexas del prospecto sobre el cambio de moneda. Si el tipo de cambio para su transacción fue fijado en el momento en que envió el dinero, la moneda y la tasa de cambio se muestran en su recibo. Si no, se establecerá cuando el recibo recibe los fondos. \*CONDICIONES Y TÉRMINOS QUE GOBIERNAN ESTE TRANSACCIONES Y LOS SERVICIOS QUE USTED HA SELECCIONADO SE ENCUENTRAN EN LAS PÁGINAS ANEXAS AL FORMULARIO. AL SEÑALAR ESTE RECIBO, USTED DECLARA QUE PAGA DE ACUERDO CON ESTOS TÉRMINOS Y CONDICIONES.**

**Western Union® Payment Services**

## Instructions to Deposit Money to a Detainees Phone Account

Paying for Phone calls: Payments can be made one of the following ways:

- At the kiosk in the lobby
- Online at [www.gettingout.com](http://www.gettingout.com)
- Calling 1-866-348-6231

## Prepaid

With a prepaid account, you can pay upfront and your loved one or friend can call until the money runs out. You can add more to the account at any time.

### 1. Detainee Account

Deposit the money into your loved one's or friend's account and they have the freedom to spend the money on phone calls or any other communications services available at their facility.

### 2. Friends & Family Account

With the Friends & Family Account, funds go into your account to pay for communication services such as phone calls, video visits and messaging. Your friend or loved one can only call the phone number you've specified.

## Quick Connect

An alternative to collect calls. Quick connect allows you to quickly pay for a phone call with your credit card. Opting to accept a Quick Connect call is simple when your loved one or friend chooses to call you via Quick Connect.

When your loved one or friend calls you, simply follow the instructions from the automated system to pay for that one phone call on the spot. It's simple, easy, and instant!

Important Note: Additional fees, costs, restrictions and limitations may apply

## **Collect**

Collect calls allow you to instantly accept and pay for calls to your land line phone account. This means that if you "accept" the collect call from your incarcerated loved one or friend, all the charges for that call will then be billed to your land line phone account and will show up and be listed on your next local phone bill.

Important Note: Additional fees, costs, restrictions and limitations may apply.

Please note that different phone companies handle collect calls differently and there may be additional fees, costs, restrictions and limitations regarding collect calls with your carrier. We strongly urge you to contact your local phone company to learn about collect calls before you accept any from your loved one or friend.

## **Visitation Frequently Asked Questions**

### **Who can visit?**

Family and friends, legal representatives, consular officials and others in the community. Visitors shall be screened and approved upon arrival and shall be required to adequately identify themselves and register to be admitted into a facility, so that safety, security and good order can be maintained.

A minor without positive identification may be admitted if the accompanying adult visitor vouches for his/her identity. Minors must remain under the direct supervision of an adult visitor so as not to disturb other visitors, and excessively disruptive conduct by minors may result in termination of the visit.

**What type of identification do I need to be allowed into the facility?** Valid government issued photo identification.

### **Will I be searched?**

All visitors are subject to a personal search. You will be required to clear a metal detector and subject to a pat search if unable to clear the metal detector prior to visitation. Any person who refuses will not be permitted to visit.

### **What items am I allowed to bring to visitation?**

Vehicle keys, currency \$20 or less, baby items, when required for visitation ( (1)bottle, formula, and (2) diapers and wipes). The following items are prohibited: Cell phone, electronics, lighters, tobacco products, weapons or explosives. Allowable items must be in a clear bag for search purposes.

## **Sanctions for Violation of Visitation and Contraband Rules**

Any violation of the visitation rules by the detainee may result in disciplinary action against the detainee, including loss of visitation privileges, excluding legal and consular visits. Visiting privileges may be revoked only through the formal detainee disciplinary process. However, the facility administrator has the authority to restrict or suspend a detainee's ordinary visiting privileges temporarily when there is reasonable suspicion that the detainee has acted in a manner constituting a threat to the safety, security or good order of the facility. Each incident shall be documented, and the restriction or

suspension shall be limited to the time required to investigate and complete the disciplinary process. Legal visitation shall be suspended only if necessary to maintain the safety or security of the facility. A visitor's failure to abide by visiting rules may result in immediate cancellation or termination of a visit and/or suspension of future visitation privileges. Introduction of contraband or other criminal violations may lead to criminal prosecution of a visitor, a detainee or both.

### **How long can I visit?**

Visits are a minimum of 1 hour. During normal circumstances.

### **Where do I park when I arrive at the facility?**

Facility parking lot.

### **What is the dress code for visitation?**

All Visitors are prohibited from wearing all blue, orange, red and kaki clothing to any visitation room.

#### **FEMALE VISITORS AGE 12 and OLDER:**

- Shorts shall cover customarily covered areas of the anatomy, including the buttocks and crotch area, both when standing and sitting. Shorts no higher than mid-thigh are acceptable. Short-shorts, jogging shorts, cut-offs, and other obviously inappropriate short garments are prohibited.
- Shirts and dresses shall extend to mid-thigh, seated.
- Slits in shirts and dresses shall rise no higher than mid-high, seated.
- Sheer (see-through) clothing is prohibited.
- The top of clothing shall be no longer than the underarm in the front and back. Bare midriffs and strapless tops, tube tops, and swimsuits are prohibited.
- Shoes shall be worn at all times.
- Gang "colors" and other gang displays are prohibited.

#### **MALE VISITORS AGE 12 and OLDER:**

- Shorts shall cover customarily covered areas of the anatomy, including the buttocks and crotch area, both when standing and sitting. Shorts no higher than mid-thigh are acceptable. Short-shorts, jogging shorts, cut-offs, and other obviously inappropriate short garments are prohibited.
- Shirts shall be worn at all times. Muscle shirts, bare mid-riff shirts and sleeveless shirts are prohibited. Shoes shall be worn at all times.
- Gang "colors" and other gang displays are prohibited.

### **What are the days, times and duration of visitation?**

Visitation is scheduled by housing pods. Refer to the visitation schedule. In unforeseen circumstances, high volume of visitors exceeding visiting room capacity, the facility administrator may modify visiting periods.

### Video Visitation Schedule – 7 Days a Week

Time Frame	Visitation Location A	Visitation Location F	Visitation Location J	Visitation Location N	Visitation Location C-1	Visitation Location D	Visitation Location E
<b>8:30 AM - 10:30AM</b>		<b>F</b>	<b>H</b>	<b>L</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>1:00 PM - 3:00 PM</b>	<b>B</b>	<b>Medical</b>	<b>G</b>	<b>M</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>5:00 PM - 7:00 PM</b>	<b>A</b>	<b>J</b>	<b>K</b>	<b>N and P</b>		<b>D</b>	<b>E</b>

- If another visitation room is available, it may be utilized for the visit with the approval of the Shift Supervisor.
- Visits are limited to no more than 1-hour in length.

- The times are subject to change upon approval of the on-duty Shift Supervisor, based on the needs of the facility.
- Visitors must be in the lobby 45 minutes prior to the scheduled video visit.

### Contact Visitation Schedule and Procedures (ICE Only)

Time Frame	Saturday	Sunday	Holiday Hours	POD	Holiday Hours	POD
0700-0900	Medical	D	0700-0800	D	1400-1500	J / K
0930-1130	H	N / P	0830-0930	H	1515-1615	N / P
1200-1400	J / K	G	1000-1100	G	1700-1800	A
1430-1630	A	C-1	1130-1230	C-1	1800-1900	E
1700 – 1900	E	C-2	1300-1400	Medical	1900-2000	C-2

- All visitors it is recommended that you arrive early to avoid delays in processing.
- Visits are a minimum of 1 hour.
- Times are subject to change upon the approval of the on-duty Shift Supervisor, based on the needs of the facility.
- Under no circumstances may visitors give property or money directly to a detainee.
- There are only 4 visitors allowed per visitation. Minors must remain under the direct supervision of an adult visitor so as not to disturb other visitors, and excessively disruptive conduct by minors may result in termination of the visit.

#### **Special Visits for U.S. Marshal Detainee:** Special Visits may be approved on a case by case basis.

The person requesting special contact visit must submit the request to the Chief of Security, Assistant Warden either by telephone, letter or request.

Criteria for the visit, include but are not limited to:

<ul style="list-style-type: none"> <li>• Distance the visitor travels must be greater than 250 miles one way; visitor(s) must provide proof of residence that corresponds with the long distance location.</li> <li>• Visitors must be immediate family.</li> <li>• Reason for visit must be articulated i.e. serious health issues of an detainee or family member, birth of detainee's child.</li> <li>• Detainee's behavior and conduct while detained.</li> </ul>	C/O _____ Otay Mesa Detention Center P.O. Box 439150 San Diego, CA 92143-8150
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